

## Questions and Answers from the WHEAP Update Session of 8/17/05

### Manual

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**Question:** Will we get an on-line manual soon?

**Answer:** We are going to try to upload the WHEAP manual to the WHEAP system soon. It will be uploaded in a PDF format. This should be loaded to our Home Energy Plus Web Page by the end of the month.

**UPDATE:** Manual was posted 8/29 under **WHEAP Manual Documents**.

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### Address

**Question:** Our other systems (CARES) use an address checker. How hard would it be to incorporate this in to the WHEAP system?

**Answer:** We are pursuing purchasing address cleansing software for the WHEAP/WisWAP systems that would help in this effort.

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### Self Employment

**Question:** What did you say about self employment income in the home?

**Question:** Can people who run a business out of their home (i.e. Daycare providers), and use part of their utilities as a write-off on their taxes, be eligible for WHEAP? We thought they just said no a second ago.

**Answer:** Self-employment in the home doesn't make them ineligible for WHEAP. If they are claiming rooms in the house for their business, you may not count those rooms. If their fuel bills include services for their business you cannot enter the annual usage – the proxy amount of zero should be entered on the application.

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### Crisis Override

**Question:** If we enter an override on a crisis, did you say that the client is responsible to pay this back?

**Answer:** If the emergency crisis is paid based on an override, then yes the client is responsible for repayment of the emergency crisis. (The applicant wasn't eligible for WHEAP benefits if an override was necessary to pay the crisis.)

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### Fuel Entry

**Question:** I don't believe the system will allow no entry on fuel usage when waiting for information. Has this now been enabled?

**Answer:** There are two ways to enter fuel entries to the application. When the fuel page is incomplete, use the "add" or "update" button in the fuel page. No fuel edits are checked. When using the "Add Valid Energy Fuel" or "Update Valid Energy Fuel" then the system is checking edits and all fields are required. This feature was added to the design of this system to avoid the problems in the previous system of needing all fuel information at the time the application was entered.

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**Seasonal  
Income**

**Question:** Was anything ever simplified/clarified for seasonal income?

**Answer:** The clarification added last year after the manual was printed seemed to resolve the original confusion. This was included in the new manual.

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**SSI-E**

**Question:** When using the SSI-E income type, should that \$ amount of the SSI-E already be included in the SSI income?

**Answer:** Yes, and then make sure you deduct the SSI-E amount using the SSI-E income deduction. In other words, if the SSI income is entered without the SSI-E amount, do not enter the SSI-E income type as the income has already been ignored. If the SSI amount entered includes the SSI-E amount, then add the SSI-E income type and enter 95.99 as a positive income entry. The system will deduct the 95.99 for each month since SSI-E has been identified as a negative income type for the purposes of ignoring this income.

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**Crisis**

**Question:** Will the system ever be updated to include worker number on the crisis application?

**Answer:** We will add this to the WHEAP system wish list.

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**WPS**

**Question:** If anyone from the WPS territory would like an Income Guideline Sheet, you can request them from: Cathy Koch at [ckoch@wpsr.com](mailto:ckoch@wpsr.com).

**Answer:** This will be posted on Home Energy Plus

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**Crisis  
Plan**

**Question:** When is the Crisis Plan due?

**Answer:** Doesn't need to be submitted to DOA, but retained at the local agency level. This will be reviewed while monitoring.

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**Outreach  
Plans**

**Question:** When are the outreach plans due?

**Answer:** Outreach due 10/1, Coordination Plans due 9/1.

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**Outreach  
Coordination**

**Question:** are we going to receive formats in the mail for outreach and coordination plans?

**Answer:** If you don't have the format for the Outreach and Coordination plans from previous years, please send a request to the [heat@doa.state.wi.us](mailto:heat@doa.state.wi.us) e-mail address.

**The following questions were received after the session:**

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**Crisis  
Signature**

**Question:** When it was stated that a signature is required on each application, do we need a signature on the crisis? If a client came in during the season and got a regular benefit and came in during the summer, do they need to sign the crisis?

**Answer:** No. A completed application where the applicant was eligible for WHEAP is good for the entire season. Any additional activity can be attached to the original application. If the applicant wasn't eligible for WHEAP on the original application and they are requesting crisis assistance after May 15th, you will have to take a new application (with a signature) to determine if they are WHEAP eligible before you can approve proactive services. Our statement was directed for the situations where the first application denied and then they reapply. The signature on the original application is for that application only. A signature is required on each WHEAP application.

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**Fuel  
Costs**

**Question:** Are taxes included in the actual costs for fuel and electric?

**Answer:** Yes. Most utility bills include a breakdown of a number of items. Taxes are one of those items. They should be included in the total cost because they are a cost of having the service. Bills may include other charges which should also be included. These other charges are sometimes the meter charge which is also a cost of having the service, and it should be included. Some bills also separate out the fuel adjustment (when the utility has to pay more to obtain the fuel to generate the power or provide fuel to the customer) and these costs should also be included in actual costs.

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**Coordination  
Plan**

**Question:** Will there be a new 2006 template for the Coordination Plan coming out soon? I did not see any reference to completing a plan in the new manual.

**Answer:** There is no plan for changes in the template (format) for the Coordination Plan. You can use the 2005 template and update the dates to 2006. The Coordination Plan requirement is in the contract so it did not seem necessary to repeat the requirement in the manual.

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**Deceased  
Spouse**

**Question:** If history was under the spouse who is now deceased can you transfer the application history from the deceased spouse to the surviving spouse's SSN?

**Answer:** No. History needs to stay under the applicant who applied. All new applications will need to be entered under the surviving spouse's SSN. If you have a short form application from the surviving spouse for 2006, you can print the 2005 application from the deceased spouse's SSN and attach it to the short form application. This will give you the household information you need to enter the application under the surviving spouse's SSN.

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**Address Entry Question:** How do you enter an address that includes 1/2 if you are not suppose to use a / in address entry?

**Answer:** This is the exception to the rule. You will have to enter 630 1/2 OAK ST when the address includes 1/2 as the house number.

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